BAMBUS Privacy Policy

# 1. Security and performance

We respect each site visitor's right to personal privacy. To that end, we collect and use information throughout our website only as disclosed in this Privacy statement.

This Privacy statement applies solely to information collected by this website. It discloses the privacy practices for www.bambusgroup.com.

Hereafter, the terms 'BAMBUS Group', 'us' or 'we' refer to the owner of the website whose registered office is located at Str. Vicianum 267, Objekti C2.7, Arbëria 3, 10000 Pristina, Kosovo. The term 'you' refers to the user or viewer of our website.

We take the protection of our users’ personal data very seriously, and want each user to feel secure and at ease while visiting our internet pages and/or interacting with them. Any details that you enter in one of our online forms will be stored electronically by us. Should you wish for any modifications, corrections or deletion of these stored data, please contact us by e-mail at [information.security@bambusgroup.com](mailto:information.security@bambusgroup.com).

We have no authority over the design or development of the content of other companies' internet pages that are accessible via links from our website. Therefore we disclaim any responsibility for the content, design and/or policies of these internet pages. Furthermore, we expressly disassociate from any internet content that might be illegal or offensive. If you use links on our website to access other companies' internet pages, you do so on your own responsibility.

The content of this website is intellectual property protected by law. The information and content provided may not be re-used without our explicit permission, except for private or other personal use within the meaning of the Data Protection Act. The press releases and articles from our press service presented on the site are available to the editors of newspapers or periodicals for publication. If they are published, we would request the publisher to send us a proof copy.

We reserve the right to make changes to this Privacy statement at any time without notice. If you disagree with any part of this Privacy statement, please do not use our website.

## 1.1 How we use your information

This privacy policy is meant to inform you on what to expect when we, Bambus Group, collect personal information.

## 1.2 Data Protection Policy

Bambus has established a Data Protection Policy which ensures its employees, clients, resellers, and stakeholders that their data is protected and handled accordingly with absolute caution and confidentiality. Please read our Data Protection Policy in our website.

## 1.3 Visitors of the BAMBUS GROUP website and account creation

When you visit our website, you should be aware that we use third party services, such as Google Analytics, to collect standard internet log information and details of visitor behavior patterns. This operation is performed in order to provide us information regarding the number of visitors to the various parts of the site. The processing of this information does not provide any kind of identification of the visitors. Google Analytics does not make any attempt to reveal the identities of those visiting our website.

The only case when Bambus Group collects personally identifiable information through the website is when a visitor voluntarily creates a user account. We provide full transparency in these cases. We make sure to express it clearly and intelligibly when we collect personal information and provide unambiguous explanation on what we intend to do with the information collected.

We collect personally identifiable information only with the consent of the natural person (data subject) and assure that the data collected is used only for the stated purpose.

## 1.4 Consent to Your Information Being Collected

The submission of information to Bambus Group by users is done on a voluntary basis. When a user clicks the "Submit" button on any of our web forms at our website www.bambusgroup.com, the users are indicating that they are aware of the Bambus Group Terms, Conditions, and Policy provisions and voluntarily consent to the conditions outlined therein.

## 1.5 Search engine

BAMBUS GROUP reserves the right to build a search engine within the website to help its visitors find information easier. The search engine serves as a means to search publicly available information on our website, and not personally identifiable information of users.

# 2. Security and performance

We take precautions to protect your information and privacy. When you submit information via the form(s) available on our website, your information is protected both online and offline. Only employees, who need the information to perform a specific task (for example, billing or customer service,) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment, monitored with a strictly controlled access.

We use a third-party service to help maintain the security and performance of our website. However, no transmission of data on the Internet can be guaranteed to be completely confidential. Therefore, we cannot guarantee that any information you send us will not be lost, used unlawfully or modified in a fraudulent manner and we bear no liability for the use that may be made of the information provided by you or any third party.

## 2.1 Our Service Providers

To provide our services and publish our website www.bambusgropu.com, we use the G Suite. The G Suite Privacy Policy is available online <https://uk.godaddy.com/upgrade-your-browser>. We do not grant any permission to the Godaddy to share any personal information we collect from our account holders on our website.

# 3. People who email us

We use G Suite as our e-mailing system as a third-party service provider. We chose G Suite because it complies with the information security requirements, including but not limited to ISO 27001 and EU GDPR. Emails sent by Bambus Group will be encrypted in transport by G Suite by default. We do not guarantee that the recipients of our emails have enabled or available encryption, therefore it is your responsibility to ensure encryption in your end.

We will also monitor any emails sent to us for viruses or malicious software, including file attachments. Please be aware that you have a responsibility to ensure that any email sent to us by you is legally compliant.

# 4. Human Resources

## 4.1 Job applicants, current, and former Bambus Group employees

Bambus Group is the data controller of the information you provide during the processes of job application, unless otherwise stated. If you have any questions about the process or the way your information is handled, please contact us at [information.security@bambusgroup.com](mailto:information.security@bambusgroup.com).

4.2 What will we do with the information you provide us?

All of the information you provide during the process is only used for the purpose of proceeding your application or to fulfill legal and/or regulatory requirements if necessary.

We do not share any of the information you provide during the recruitment process with any third-parties. The information you provide will be held securely by us and/or our Human Resources Office whether the information is in electronic or physical format.

We use the contact details you provide to us in order to contact you for the purpose of progressing your application. We use other information you provide to assess your suitability for the role you have applied for.

## 4.3 What information do we ask for, and why?

We do not collect more information than we need to fulfill our stated purposes and do not retain any information for longer than is necessary. The information we ask for is used to assess your suitability for employment.

# 5. Children

This privacy statement is not intended for use by children. We understand the importance of protecting children’s information, especially in an online environment, and we do not knowingly collect or maintain information about children.

# 6. Complaints

Bambus Group strives to meet the highest standards of data protection when collecting and using personal information. For this reason, we take any complaints we receive very seriously. We encourage our website users, visitors and any concerned party to bring to our attention any observation or opinion which is thought to indicate unfair, misleading or inappropriate information collection and/or usage.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive details of all aspects of Bambus Group’s collection and usage of personal information. However, we are happy to provide any additional information or explanation needed. Any requests of this nature should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information, you can do it by following this link: <https://bambusresearch.com/feedback.php> or by submitting your complaint via e-mail at: [information.security@bambusgroup.com](mailto:information.security@bambusgroup.com).

## 6.1 Access to personal information

Individuals can learn if we hold any personal information by making a request for information we hold about them to our Information Security Manager. If we hold information about you we will:

* provide you a description of it;
* inform you on the reasons we are holding it;
* provide you with information on parties it could be disclosed to; and
* provide you with a copy of the information in an intelligible form.

To make a request to Bambus Group for any personal information we may hold the need to put the request in writing and addressing it to our Information Security Manager by writing at the email address [information.security@bambusgroup.com](mailto:information.security@bambusgroup.com).

If we hold information about you that you deem to be incorrect, you can ask us to correct mistakes, by contacting our Information Security Manager at [information.security@bambusgroup.com](mailto:information.security@bambusgroup.com)

If we hold information that you consider to be kept by us without reason, you can ask us to delete your information at any time. Please keep in mind that we do not delete all of your information when requested, due to legal obligations, such as the financial transactions evidence.

## 6.2 Disclosure of personal information

In general and in all circumstances, we will not disclose personal data without consent. However, when we are asked by the regulatory body, supervisory authority, or for other necessary legal operation, we may disclose your information.

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

# 7. Changes to this privacy policy

We keep our privacy notice under regular review. This privacy notice was last updated on February 26, 2019. You will not be notified for changes in our privacy policy, and you are required to visit the privacy policy in our website.

**How to contact us**

If you want to request information about our privacy policy you can email us or write to:

BAMBUS GROUP Headquarters

Str.Vicianum 267, Objekti C.2.7, Arberia 3

10000 Prishtina, Kosovo

+383 (0)38 606 012

e-mail: [information.security@bambusgroup.com](mailto:information.security@bambusgroup.com)